

## Article - Tax - Property

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§2–112.

- (a) (1) In this section the following words have the meanings indicated.
- (2) “Homeowner” has the meaning stated in § 9–105 of this article.
- (3) “Tax” has the meaning stated in § 14–801 of this article.
- (b) There is a State Tax Sale Ombudsman in the Department.
- (c) The Ombudsman:
  - (1) shall be appointed by the Director;
  - (2) shall be in the management service of the State Personnel Management System; and
  - (3) may be removed from office only after a hearing before the Department and a finding of incompetency or other good cause.
- (d) The Ombudsman shall:
  - (1) assist homeowners to understand the process for collection of delinquent taxes;
  - (2) actively assist homeowners to apply for tax credits, discount programs, and other public benefits that may assist the homeowners to pay delinquent taxes and improve their financial situation;
  - (3) refer homeowners to legal services, housing counseling, and other social services that may assist homeowners to pay delinquent taxes and improve their financial situation;
  - (4) maintain a website that functions as a clearinghouse for information concerning:
    - (i) the process for collection of delinquent taxes; and
    - (ii) services and programs that are available to assist homeowners to pay delinquent taxes and improve their financial situation; and

(5) maintain a toll-free telephone number that a homeowner may call to obtain individualized personal assistance with delinquent taxes.

(e) A county may, by law, establish a County Tax Sale Ombudsman to fulfill all the responsibilities of the State Tax Sale Ombudsman under subsection (d) of this section with respect to homeowners within the county.

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